

UIA UPDATE

Frequently Asked Questions from Customers

Q Why is my tax refund being intercepted by the UIA?

A Any overpayment account more than 60 days past due is subject to intercept of your state tax refund. For a federal tax refund intercept, only **one** of the following criteria need to be met:

- Your overpayment account is delinquent or has been delinquent at any time;
- Your overpayment account includes multiple determinations which may have restitution attached for different periods of time;
- You were overpaid unemployment benefits due to fraud;
- You were overpaid unemployment benefits due to unreported earnings;
- You failed to make a payment. Benefits withheld from your weekly certifications do not count as payments.

Once an overpayment account has been established, tax refunds will be intercepted until the overpayment balance has been paid in full.

Q I'm having trouble with my MiWAM password. How can I get help?

A From the log in page, click on "Having trouble logging in?" A social security number and date of birth are required to retrieve your username. You will not be allowed to continue if the information is not provided. Once you have been identified, you will be allowed to reset your password. If you are still having trouble resetting your password, contact UIA Customer Support at 1-866-500-0017.

Q The phone lines are busy and I can't get through for assistance with my claim. Is there another way to contact the UIA?

A You can apply for unemployment benefits, check the status of your claim, view or send correspondence, or certify for benefits through the Michigan Web Account Manager (MiWAM). If you don't have a MiWAM Account, sign up at michigan.gov/uia. Click on Michigan Web Account Manager for Claimants and Employers. For instructions on how to sign up, click on MiWAM Toolkit for Claimants.

Helpful Hint: When you receive correspondence from the UIA through your MiWAM account, or by U.S. mail - please make sure you respond as quickly as possible. This will help to ensure your claim is processed in as timely a manner as possible. Responding online through MiWAM is the quickest way to provide the requested information. If you don't respond, the Agency will make a decision based on available information, which may prevent you from receiving benefits.

www.michigan.gov/uia



TIA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

State of Michigan, Talent Investment Agency
Unemployment Insurance Agency

